



Iowa Department of Human Services

**Child Development Home Complaint**

Name of Provider Mary and Raymond Conn	County Des Moines	
Care Address 202 Leffler St	City West Burlington	Zip Code 52655
Mailing Address 202 Leffler St	City West Burlington	Zip Code 52655
Phone (319) 750-0815	Email maryconn@ymail.com	

**Date of Complaint:** January 27, 2015

**Date of Visit:** January 30, 2015

- ☐ Scheduled      ☒ Unannounced      ☐ N/A  
☐ Non-Compliance with Regulations Found      ☐ Compliance with Regulations Found  
☐ N/A

**RECOMMENDATION FOR REGISTRATION:**

- ☒ NO CHANGES to registration status recommended  
☐ REVOCATION of Registration

**CATEGORY OF CARE:**

- ☐ Category A  
☐ Category B  
☐ Category C (with no co-provider)  
☒ Category C (with co-provider)

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**Summary of Complaint:**

The provider submitted billing to the department and it was observed that:

On 12/22/14 they cared for 16 children from 9:00 to 2:00pm.

On 12/23/14 they cared for 16 children from 9:00 to 2:00pm.

On 12/24/14 they cared for 16 children from 9:00 to 2:00pm.

On 12/25/14 they care for 16 children from 9:00 to 2:00pm.

**Rule Basis and Findings of Complaints:**

**110.4** No more children are in care than the rules for the specific category will allow.

**110.10(1) SPECIFIC REQUIREMENTS FOR CHILD DEVELOPMENT HOME CATEGORY "C"**

**110.10(1) a Not more than 12 preschool children present at any one time, including infants.**

**110.10(1)b Of these 12 children, not more than four children under the age of 24 months are present at any one time.**

**110.10(1)c Not more than two additional school-age children present for less than two hours at any one time.**

**110.10(1)d Not more than two additional children who are receiving care on a part-time basis.**

1/30/15 This worker went to the home of the daycare provider and asked them their response to the allegations before the department. There were five daycare children present during today's visit. The provider thought you could rotate school-aged children every two hours for her last two slots. This worker explained to Mary her last school-aged slots could only be for children that were there for less than two hours and her billing showed they were there all day. Mary also stated after looking at the billing sheets this worker showed her at least three of the children that were billed for should have been marked as no-shows for that day. Mary explained a couple of children for one family were at their grandmother's house on the days in question and the mother did not inform her of this until the following week when they returned. Mary will look at her billing and inform this worker of which children they were. This worker conducted a full compliance visit of the home today. Non-compliance items were noted. Please refer to completed letter dated 2/2/15 in the file for further information.

2/2/15 This worker spoke with Mary and determined which children would have been billed as absent on the days in question. There were three children from one daycare family that were billed this way.

2/2/15 This worker checked the KinderTrack system for the three children in question and determined they were marked "Present" by the provider on all days in question except for 12/25/14 in which case they were marked "Absent". This worker contacted the provider regarding this and she stated she could not change it since it was already in the system, but indicated the children were in fact not at her daycare and were with a relative on those days.

2/2/15 Left voicemail for daycare parent.

2/3/15 The department learned from an independent source the children who were counted absent by the provider were in fact not present in the daycare home during the days in question as submitted by the provider in their billing.

**Complaint:** There is **not** a preponderance of evidence based on the number of children that were billed as absent on the days in question. The provider mistakenly counted them as present in their billing instead of absent on those days.

### **Resolution and Action Required:**

Mary will have all items of non-compliance noted in the visit of 1/30/15 completed by **3/19/15**. The department will conduct a follow up visit to the home in order to insure all items have been completed. Mary will insure she correctly submits her billing for her daycare children and marks them either absent or present accordingly.

Consultant's Signature	Date
Supervisor's Signature MACHELLE PEZLEY	Date 02/03/15